

**Overview:** The Kirk US Army Health Clinic (KUSAHC) is the health care facility at Aberdeen Proving Ground (APG), MD. KUSAHC includes a facility on the Aberdeen Area (AA) and a facility on the Edgewood Area (EA). The Edgewood clinic is located at 4110 Austin Road, Edgewood Area of APG, MD. The Aberdeen Area clinic is located at 2501 Oakington Street, APG, MD. 21005-5131.

**\*\*\*See our website at [www.narmc.amedd.army.mil/kusahc](http://www.narmc.amedd.army.mil/kusahc) for the most up-to-date information.**

**Services available include:**

- **Troop Medical Clinic - AA:** Serves the transient student population of Aberdeen Area.
- **Troop Medical Clinic – EA:** Serves the transient student population and permanent party population at Edgewood Area of Aberdeen.
- **General Medicine Clinic - AA:** Serves the TRICARE Prime eligible beneficiaries. TRICARE Standard eligible beneficiaries may be seen on a space available basis.
- **Community Health Nurse:** Conducts STD Clinic and briefings on Health Promotion topics. ([Conducts Communicable Diseases Clinic, Infectious Disease case management, and provides counseling and education on various health promotion topics to all TRICARE beneficiaries.](#))
- **Pediatric Clinic - AA:** Serves eligible beneficiaries, newborn - 17 years old.
- **Occupational Health Clinic—AA and EA:** Provides occupational health services for the assigned civilian and military workforce.
- **Pharmacy:** Serves all eligible beneficiaries.
- **Physical Therapy Clinic - AA:** Serves all eligible beneficiaries.
- **Optometry Clinic - AA:** Serves all eligible beneficiaries.
- **Physical Exam Clinic - AA:** Provides required military physical examinations.
- **Behavioral Health Service:** Currently serves service members only
- **Substance Abuse Rehabilitation Clinic - AA:** Licensed substance abuse social workers provide treatment to service members and their family members. Department of the Army civilian employees and their family members may be seen on a space available basis after Employee Assistance Program referral.
- **Social Work/Family Advocacy Program - AA:** This clinic serves all eligible beneficiaries. Individuals may self-refer for these services at Kirk or they may be referred by law enforcement or a health care professional.

## Hours of Operation:

- Student Sick-call sign in: Monday – Friday, 5:30 a.m. – 6:30 a.m.
- **Permanent Party medical care:** Monday-Friday, 7:30 a.m. – 4:00 p.m. by appointment
- **General Medicine Clinic:** Monday – Friday, 7:30 a.m. – 4:00 p.m.
- **Pediatric Clinic: Monday – Friday, 7:30a.m. - 4:00p.m.**
- **Optometry:**
  - Optometrist appointments: Monday - Thursday, 8:00 a.m. – 4:00 p.m.
  - Vision screening by technician: Monday – Friday, 7:00 a.m. – 4:00 p.m.
- **Physical Therapy:**
  - Monday – Friday, 6:00 a.m. – 3:00 p.m.
  - All other beneficiaries, Monday – Friday, 8:00 a.m. – 3:00 p.m.
- **Radiology:** Monday - Friday, 7:00 a.m. - 5:00 p.m.  
*No services available at Edgewood*
- **Laboratory Services:** Monday – Friday, 7:00 a.m. – 5:00 p.m.  
*Limited services available at Edgewood*
- **Occupational Health:** Monday – Friday, 7:00 a.m. – 4:00 p.m.
- **Community Health:** Monday – Friday, 7:30 a.m. – 4:30 p.m. and 24 hours for public health issues ([emergencies](#)).

## Telephone Numbers:

- **Kirk Call Center (for appointments): 410-278-5475 (KIRK) or 1-866-756-5475**
- **Health Net Federal Services (TRICARE): 1-877-874-2273**
- **Occupational Health-AA: 410-278-1913**
- **Occupational Health-EA: 410-436-3001**
- **Community Health: 410-278-1964; for public health after hours 410-278-1725**
- **Physical Exam: 410-278-1950**
- **Behavioral Health: 410-278-1715**
- **Army Substance Abuse Program: 410-278-1716**
- **Family Advocacy Program: 410-278-1768**
- **Patient Representative: 410-278-1724**
- **Health Benefits Advisor: 410-278-1719**
- **FLU Vaccine Hotline: 410-306-3588 (FLUV) or 4-3588**

## **Student Active Duty Sick Call: Troop Medical Clinic – Aberdeen Area**

Students at Aberdeen Area report to the TMC for sick-call. After evaluation by a provider, students may be returned to duty or ([referred](#)) for further evaluation and treatment if indicated.

**Permanent Party medical care:** Permanent party personnel should call the Kirk Call Center line **for appointments**. (**Permanent Party are discouraged from going to Student Sick-Call.**) When no same day appointment is available with your PCM, the call center will transfer you to the Triage Nurse. The Triage Nurse will assess the urgency of your medical care need and assist in making an appropriate appointment, or direct you to the nearest emergency room.

### **Pharmacy:**

- **Hours of operation** - Monday – Friday  
7:00 a.m. – 8:30 a.m. – Sick call, in uniform  
8:30 a.m. - 5:00 p.m. – All beneficiaries
- **Refill Options:**  
Telephone: 1-800-248-6337  
Web: <https://consult.wramc.amedd.army.mil/refills>
- The pharmacy will validate beneficiary eligibility for all prescriptions written by external providers prior to filling the prescription.
- Prescriptions written at WRAMC for Kirk non-formulary medications that are on the formulary at WRAMC must be initially filled at WRAMC to assure you receive your medication in a timely manner. These prescriptions may be refilled at Kirk using the special order process.
- Refills for special order items should be called in 3 days ahead of time to allow for procurement.
- Refills made by telephone or using the web are available for pick-up in the pharmacy after 2:00 p.m. the following business day.
- Forms are available at the pharmacy which allows an individual to designate another person to pick up their prescription. This form must be completed by the patient prior to picking up the prescription.
- The Edgewood Area facility has limited medications for sick-call use. There is no refill service available.
- Prescriptions for Kirk non-formulary medications written by a civilian provider must use the mail order pharmacy or a TRICARE network pharmacy.

**Physical Exams:** The Physical Exam Section conducts physicals for required military examinations. All other beneficiaries should schedule school/sports/other physicals with their Primary Care Manager.

- Scheduled Appointments: 7:30 a.m. – 10:30 a.m.
- To schedule an appointment call: 410-278-1950

***Military Physical Exams are limited at Edgewood and are by appointment only.***

### **Medical Records:**

- **Medical Records are the property of the United States Government.**
- Individuals must turn in their medical records to the Medical Records Section.
- The Medical Records section can make you a copy of your medical records upon request. Please allow adequate time for the copies to be made and provided to you.

**Wellness Classes:** Community Health Nursing and GMC conduct Wellness Classes every month. Look for announcements about upcoming classes in the clinic, the post newspaper, or ask your Primary Care Manager. Types of classes offered:

- Tobacco Cessation/Stop Smoking
- Taking Care of Yourself

**Health Care Liaisons:** The Unified Business Office (UBO), Patient Representative (PR), and the TRICARE Service Center (TSC) are co-located on the 1st floor of the clinic at Aberdeen Area only.

- The TSC has Health Net Federal Services personnel available to assist you with TRICARE enrollment, authorizations for care, billing and other TRICARE related matters.
- A Health Benefits Advisor (**HBA**) and the Patient Representative can assist you with a variety of issues.
- The HBA is also known as the **BCAC** (Beneficiary Counseling and Assistance Coordinator), and has the additional duty as the **DCAO** (Debt Collection Assistance Officer).
- Other UBO staff members can provide assistance when the HBA and PR are not available.

**Urgent Care:** You are encouraged to call the Call Center to request a same-day appointment. When no same day appointment is available with your PCM, the call center will transfer you to the Triage Nurse. The Triage Nurse will assess the urgency of your medical care need and assist in making an appropriate appointment, or direct you to the nearest emergency room.

If urgent care is needed after hours or on weekends/holidays, call the Staff Duty NCO at 410-278-1725. Should you need urgent care when you are traveling, call 1-877-874-2273.

## **Transportation to WRAMC, Kimbrough Ambulatory Care Center, Bethesda Naval Hospital**

Bus transportation is available Monday through Friday. Patients should make their appointments between the hours of 9:30 a.m. and 1:30 p.m. The bus will leave Kirk US Army Health Clinic at 7:00 a.m. Patients should report at 6:45 a.m. and place their name on the roster at the concierge desk. The bus will leave WRAMC promptly at 3:00 p.m.

## **Important KUSAHC Policies That Affect You and Your Family**

POLICY #19 – Children without appointments may not accompany a parent, guardian, sibling into examination or treatment room.

Children under the age of 11 require adult supervision anywhere within the medical facility. Appropriate supervision by someone 13 or older during an appointment is required. Patients presenting with non-patient children and no adequate supervision must reschedule their appointment unless the patient required medical intervention on an urgent basis. ([Hourly care for non-patient children is available through Child Youth Services \(CYS\). Please see section \*Childcare Checklist\* for information on registration.](#))

MEDDAC Regulation 40-5 – Consent to Medical Care by Nonmilitary Patients and Minors

Children must be accompanied by either a parent or a person with a power of attorney in accordance with Maryland State Law.

POLICY#24 – Business Rules for Appointing Patients

SPECIALTY CARE – within 28 days  
ROUTINE - within 7 days (new, non-urgent problems)  
WELLNESS – within 28 days  
ACUTE – within 24 hours (Urgent “Same Day” )

#### **POLICY#78 – Patient Tardiness for Appointments**

Upon scheduling an appointment patients are reminded to report 15-20 minutes prior to their appointed time. Patients are late if they arrive 10 minutes after their scheduled appointment. The Clinic may not simply refuse your care but provide you options such as rescheduling your appointment, waiting for a possible opening through a cancellation, or waiting to be seen after all other scheduled patients have been seen.

**Patient Rights** – As a patient in the military health system, you have rights...

#### **Obtaining Information**

You have the right to receive accurate, easy-to-understand information through written materials, presentations, and TRICARE representatives to help you make informed decisions about TRICARE programs, medical professionals, and facilities.

#### **Choosing Providers and Plans**

You have the right to a choice of health care providers that is sufficient to ensure access to appropriate high-quality health care.

#### **Emergency Care**

You have the right to access emergency health care services when and where the need arises. You are not required to obtain prior authorization for care if you have reason to believe your life is in danger or you would be seriously injured or disabled without immediate care.

#### **Participating in Your Treatment**

You have the right to receive and review information about diagnosis, treatment, and the progress of your condition, and to fully participate in all decisions related to your health care. If you are unable to fully participate in treatment decisions, you have the right to be represented by family members, conservators, or other duly-appointed representatives.

#### **Respect and Nondiscrimination**

You have the right to considerate, respectful care from all members of the health care system at all times and under all circumstances. An environment of mutual respect is essential to maintain a quality health care system.

If you are eligible for coverage under the terms and conditions of TRICARE or as required by law, you must not be discriminated against in marketing and enrollment practices based on race, ethnicity, national origin, religion, sex, age, mental or physical disability, sexual orientation, genetic information, or source of payment.

### **Confidentiality of Your Health Information**

You have the right to communicate with health care providers in confidence and to have the confidentiality of your individually identifiable health care information protected. You also have the right to review and receive a copy your own medical and request amendments to your records.

### **Complaints and Appeals**

You have the right to a fair and efficient process for resolving differences with your health plan, health care providers, and the institutions that serve them, including a rigorous system of review.

\*\*For more information about your rights, visit <http://www.tricare.osd.mil/patientrights>

**Patient Responsibilities** – As a patient in the military health system, you have responsibilities....

### **Maximize Health**

You have the responsibility to maximize healthy habits, such as exercising, not smoking, and maintaining a health diet.

### **Make Smart Health Care Decisions**

You have the responsibility to be involved in health care decisions, which means working with providers in developing and carrying out agreed upon treatment plans, disclosing relevant information, and clearly communicating your wants and needs.

### **Be Knowledgeable about TRICARE**

You have the responsibility to be knowledgeable about TRICARE coverage and program options, including covered benefits; limitations; exclusions; rules regarding use of

network providers; coverage and referral rules; appropriate processes to secure additional information; and appeals, claims, and grievance processes.

You are responsible to show respect for other patients and health care workers.

Make a good-faith effort to meet financial obligations.

Use the disputed claims process when there is a disagreement.

Report wrongdoing and fraud to appropriate resources or legal authorities.

### **Childcare Checklist -**

Do you need child care for you or your child's appointment?

Are you registered with Child Youth Services (CYS)? If yes, have you made reservations? For reservations, please call 410-278-5748.

If no, please contact Central Registration at 410-278-7479/7571 to complete the registration process before you make your medical appointment.

You can pick up registration packets at any CYS facility or at building 2752 on Rodman Road.

You will need to complete the packet and register before you can make an hourly reservation. The registration packet includes personal information up to date shot record, and phone numbers for 3 emergency designees. You will have 30 days to have a physical completed for your child after you register.

There is an annual registration fee of \$18 per child/up to \$40 per family. The fee is transferable if you have proof of registration at your previous duty station.



**( Picture of Insignia on Back Cover)**

### **Distinctive Unit Insignia**

**Description:** Silver color metal and enamel insignia consisting of a yellow demi-sun emitting yellow rays behind a cross botany divided crosswise white and maroon. Surmounted by a silver castle bearing a blue fleam.

**Symbolism:** The castle is the sign of strength and safety. It is taken from the arms of Aberdeen, Scotland because of the unit's location at Aberdeen Proving Ground. The fleam is the prototype of the surgeon's lancet; referring to MG Kirk for whom the hospital was named. MG Kirk, Surgeon General of the Army during WWII, was noted for his distinguished achievements in the field of surgery. The yellow demi-sun emitting yellow rays behind a cross botany signifies Rising Sun, Maryland where the General was born on January 8, 1888.